

## CLAIMS:

1. A device (1) for the automatic routing of jobs of different types to persons who will undertake the jobs, with

means (4) for establishing the type of a job to be routed when a job request arrives,

5 means (6) for storing personal parameters of persons assigned to types of jobs  
means (5) for establishing at least one person who, on the basis of the stored personal parameters, is suitable for undertaking the particular job, based on its type

means (12) for automatically forwarding the processing request to the person established as suitable, which means (12) for automatic forwarding are connected to the

10 means (5) for establishing at least one suitable person.

2. A device as claimed in claim 1, wherein the means (5) for establishing at least one suitable person are means for creating a list of suitable persons, ranked according to their suitability on the basis of the personal parameters.

15 3. A device as claimed in claim 2, further equipped with memory means (9) for storing working-time information and with means (8) for selecting a person from the list on the basis of their ranking in the list and on the basis of working-time information read from memory means (9).

20 4. A device as claimed in claim 2, further equipped with means (11) for recording information concerning the current workloading of individual persons, and with means (8) for selecting a person from the list on the basis of their ranking in the list and on the basis of the information concerning their current workloading.

25 5. A device as claimed in claim 2, further equipped with memory means (9) for storing working-time information for the individual persons, with means (11) for recording information concerning the current workloading of the individual persons, and with means (8) for selecting a person from the list on the basis of their ranking in the list, on the

basis of working-time information read from memory means (9) and on the basis of information concerning the current workloading.

6. A device as claimed in claim 1, in which the means (6) for storing the personal parameters is connected to a means (14) for the continuous determination of these personal parameters on the basis of each job undertaken by the person.

7. A system (17) comprising multiple workstations (13-i) with means (20) for processing information made available in electronic form, and comprising a device (1) for routing the jobs, as claimed in any one of claims 1 to 6.

8. A system as claimed in claim 7, with means (19) for voice recognition and for the creation of text information on the basis of dictations by authors, wherein the workstations (13-i) are transcription workstations for the processing of text information.

9. A system as claimed in claim 8, wherein the means (4) for establishing the type comprises a means (50) for establishing the specialist field of the particular dictation.

10. A system as claimed in claim 8, wherein the means (4) for establishing the type comprises a means (49) for establishing the particular author.

11. A method for the automatic routing of jobs of different types to persons who undertake the jobs, wherein the type of the particular job to be routed is established, and a person suitable to undertake the job is determined on the basis of stored personal parameters assigned to the types of jobs, to which person the job is routed.

12. A method as claimed in claim 11, wherein a list of suitable persons, ranked according to their suitability established on the basis of the personal parameters, is created for the particular job type.

13. A method as claimed in claim 12, wherein the person who is both best suited and available is established from the created list on the basis of the personal parameters.

14. A method as claimed in claim 13, wherein the availability of the person is established on the basis of stored working-time information.

15. A method as claimed in claim 13, wherein the availability of the person is established on the basis of continuously determined information concerning the current workloading of this person.

16. A method as claimed in claim 13, wherein the availability of the person is established on the basis of stored working-time information and of continuously determined information concerning the current workloading of this person.

17. A method as claimed in claim 11, wherein jobs involving the processing of information made available in electronic form are routed.

18. A method as claimed in claim 17, wherein the information to be processed is text information compiled automatically with the aid of voice recognition means (19) on the basis of dictations by authors.

19. A method as claimed in claim 18, wherein, to establish the type of the particular job, the specialist field of the particular dictation is established.

20. A method as claimed in claim 18, wherein, to establish the type of the particular job, the particular author is established.